



DECLARATION AND POWER OF ATTORNEY

Attorney's Docket No. 07117.105016

In re Application of: **Rick Baggenstoss; John C.C. McIlwaine; Jennifer C. East; Scott Richter; Robert L. Beard; Lisa Marie Foley**

As a below named inventor, I hereby declare that my residence, post office address and citizenship are as stated below next to my name. I believe I am an original, first and joint inventor of the subject matter which is claimed and for which a patent is sought on the invention entitled: **Managing the Rate of Delivering Performance Interventions in a Contact Center**, the specification of which was filed with the U.S. Patent and Trademark Office on December 11, 2003 and assigned U.S. Serial No. 10/733457.

I hereby state that I have reviewed and understand the contents of the above-identified specification, including the claims, as amended by any amendment referred to above. I do not know and do not believe that the same was ever known or used by others in the United States of America before my or our invention thereof, or patented or described in any printed publication in any country before my or our invention thereof or more than one year prior to the date of this application. I further state that the invention was not in public use or on sale in the United States of America more than one year prior to the date of this application. *I understand that I have a duty of candor and good faith toward the Patent and Trademark Office*, and I acknowledge the duty to disclose information which is material to the examination of this application in accordance with Title 37, Code of Federal Regulations, §1.56.

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<u>Application No.</u>	<u>Country</u>	<u>Filing Date</u>	<u>Priority Claimed Under 35 USC §119 (a)-(d)</u>
None			Yes _____ No _____

I hereby claim the benefit under Title 35, United States Code, § 119(e) of any United States provisional application(s) listed below:

<u>None</u>			
(Application No.)	(Filing Date)	(Application No.)	(Filing Date)

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<u>Application Serial No.</u>	<u>Filing Date</u>	<u>Status: patented, pending, abandoned</u>
10/602,804	June 24, 2003	Pending

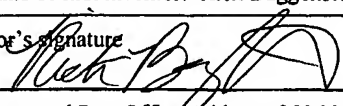
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Send correspondence to: **King & Spalding LLP**
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191 Peachtree Street, N.E., 45th Floor
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Direct telephone calls at (404) 572-4600

Michael L. Wach

Full name of first inventor: Rick Baggenstoss	Citizenship: United States of America
Inventor's signature: 	Date: June 3, 2004
Residence and Post Office Address: 2596 Midway Road, Decatur, GA 30030	

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Michael L. Wach

Full name of second inventor: John C. C. McIlwaine	Citizenship: United States of America
Inventor's signature 	Date: 6/3/04
Residence and Post Office Address: 8575 High Hampton Chase, Alpharetta, GA 30022	

DECLARATION AND POWER OF ATTORNEY

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Michael L. Wach

Full name of third inventor: Jennifer C. East	Citizenship: United States of America
Inventor's signature <i>Jennifer C East</i>	Date: 6/2/04
Residence and Post Office Address: 1105 Winthrop Chase Drive, Alpharetta, GA 30004	

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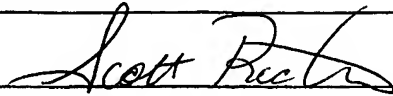
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Michael L. Wach

Full name of fourth inventor: Scott Richter	Citizenship: United States of America
Inventor's signature 	Date: 6/1/04
Residence and Post Office Address: 9510 Lisa Circle, Gainesville, GA 30506	

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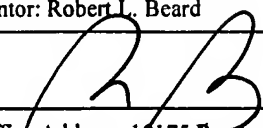
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Michael L. Wach

Full name of fifth inventor: Robert L. Beard	Citizenship: United States of America
Inventor's signature 	Date: 6/3/2004
Residence and Post Office Address: 10175 Barston Court, Alpharetta, GA 30022	

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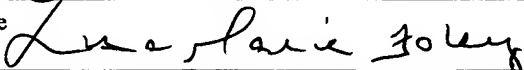
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Michael L. Wach

Full name of sixth inventor	Lisa Marie Foley	Citizenship: United States of America
Inventor's signature		Date: 4/8/2004
Residence and Post Office Address: 878 Peachtree Street, N.E., #409, Atlanta, GA 30309		